



Care Solutions, Inc. Company Background

Care Solutions, Inc. (CSI) is a management consulting firm that helps organizations maximize the use of information and technology in the development, management and evaluation of programs and projects. Since 1990, CSI has been a leader in supporting federal- and state-funded projects and programs -- helping governments provide solutions on behalf of the citizens they serve.

The firm is relentlessly focused on helping clients achieve desired results, and its experienced team has a strong and diverse skill set. CSI services include:

- Project Management
- Web-based Applications and Data Development
- Data Collection and Database Management
- Research and Evaluation
- Professional Development/Training Programs

Effective use of web-based applications is increasingly essential because it is cost-effective, flexible, robust and accessible. Care Solutions is a leader in developing web-based applications and databases to support service delivery, program administration, outcome measurement and professional development/training. From initial database development through data analysis, mapping and reporting, CSI has extensive technical expertise and experience in the development and management of both large- and small-scale databases, including secure, interactive, reliable web-based data applications.

Accountability is critical for today's business. Care Solutions is uniquely positioned to help organizations create greater efficiencies in the area of data collection and utilization, with special demonstrated capabilities in evaluation, as well as measuring and reporting outcomes. The company also has extensive experience in government and related service, having worked with public sector agencies for more than 18 years. Unlike similar consulting firms, CSI has a significant depth of experience on the technical side of human services, while maintaining its focus on the care provided by client agencies.

The firm's team approach, attention to detail, and focus on quality provide the kind of support few public sector organizations can assemble for project development. At the same time, CSI's flexibility and responsiveness are unique to its size, which guarantees more dynamic service than is possible from a massive organizational entity.

Exceptional Professional Development/Training Capabilities

Care Solutions formed its professional development/training division in 1993 when it received a contract from a large human services agency to support at-risk youth and individuals who provide state-subsidized childcare. Since then, the company has developed numerous curricula relating to child development and child care. The firm became an Authorized Provider of continuing education units by the International Association of Continuing Education and Training (IACET) in 2004 – a hallmark that indicates Care Solutions has the experience and skills necessary for quality curriculum development and training approval.

Care Solutions' professional development division (now called **Care Solutions Training**) includes staff with extensive experience in curriculum development, as well as technical assistance, evaluation and reporting, and outcome measurement. Their work is supported by the firm's database management capabilities and its proprietary web-based registration system that provides an archive of trainings and participants and is designed to interface with other data systems as necessary.

For training delivery, Care Solutions uses a combination of staff and contract professional development facilitators with the appropriate background, experience and qualifications for each project. The Care Solutions' staff trainers who train child care professionals have successfully completed the state of Georgia child care *Training for Trainers* course or equivalent and have been approved as trainers by the Georgia Early Care and Education Professional Development System. Contract facilitators also meet the same high standards that the firm expects from its employees and they are provided the full operational support necessary for success. Recent evaluations of all CSI trainers and facilitators have been uniformly outstanding.

Curriculum development is guided by the IACET standards and is managed by the Care Solutions Training division. Recently, Care Solutions Training began offering its approved curricula online and via CD-Rom, allowing child care professionals much greater convenience in obtaining needed trainings.

For clients of Care Solutions Training, services available include:

- Online class registration and payment processing
- Tracking of user transcripts
- Class management, including:
 - Class rosters
 - Class attendance
 - Class evaluations

Among the training and professional development contracts that CSI has fulfilled are:

- DHR, DFCS, Childcare and Parent Services, Informal Child Care Provider Training
- Georgia Child Care Council, Better Brains for Babies...Supporting Brain Development in Infants and Toddlers
- Bright from the Start, Georgia Department of Early Care and Learning, School-Age Child Care Provider Training
- DHR, DFCS, Promoting Safe and Stable Families Symposium
- DHR, DFCS, Foster and Adoptive Care Institutes
- DHR Family Child Care Conference

Services for these clients have included curriculum development and on site support, including all classroom materials and train-the-trainer components, as well as training class scheduling and delivery.

Embedded in the development of curriculum and training delivery is the firm belief that each training should impact the ultimate clients – ie: what can the participants take back that will make a positive impact on the population they are serving? To properly evaluate and improve outcomes, Care Solutions offers a variety of pre- and post-training evaluation and technical assistance options that may be selected:

- Pre-training assessment, customized to the client population and goals of the program
- Post-training content, delivery and instructor evaluation
- Post-training knowledge assessment and skill inventory
- Scheduled follow-up assessments (three or six month intervals, web-based or by mail)
- Ongoing technical assistance (at centers or work settings) to observe the practical application of principles and techniques learned during training
- Ongoing technical assistance (telephone)
- Post-training action plans and refresher communications to participants

Care Solutions staff has worked closely with the child care community to provide not just professional development and training, but also training event coordination in support of client program goals.

Extensive Database and Technical Management Services

CSI works closely with clients to understand their business and systems needs, requirements and desired outcomes and then develops applications and databases that meet clients' parameters. The firm has created and managed databases for professional development, foster care, elder care, child care, special needs, mental health, client eligibility and payment distribution, survey research and a host of other specialized applications. CSI frequently manages these database systems for clients on an ongoing basis once design and development are complete.

CSI's technical services include:

- Business and system analysis and design
- Applications management and technical support
- Web-based database applications development
- Data collection, verification and warehousing
- Survey research, including design, implementation, analysis and reporting
- Print and online reports
- Tracking systems for users, clients or customers

Custom Web-based Applications

Effective use of web-based applications is increasingly essential because it is cost-effective, flexible, robust and accessible. Care Solutions is a leader in developing web-based applications and databases to support service delivery, program administration and outcome measurement. From initial database development through data analysis, mapping and reporting, CSI has extensive technical expertise and experience in the development and management of both large- and small-scale databases, including secure, interactive, reliable web-based data applications.

Online capabilities include:

- Website development and content management
- Database applications development
- Online survey development and management
- Online registration and management
- Online training course development

Effective ongoing database management is often the difference between program success and failure. CSI provides the experienced staff, resources and specialized skill sets necessary for initial development as well as ongoing management. CSI has demonstrated capabilities in managing databases in compliance

with strict confidentiality requirements, including telephone and on-site technical assistance and the processing of data for reporting on services, clients, expenditures and outcomes.

Comprehensive Research and Evaluation

Accountability for outcomes is a critical business component that often relies on research and evaluation. CSI offers a full range of primary and secondary research services, from small-scale qualitative studies to large-scale quantitative surveys. Data collection methods include telephone, mail, onsite and online surveys as well as content analysis, focus groups, site visits and in-depth interviewing.

CSI's research and evaluation services include:

- Study objectives and design
- Questionnaire/discussion guide development
- Database development, support and management
- Complete survey logistics, including list development, sampling, fielding, response tracking and follow-up to ensure response rates
- Data entry, verification and cleansing
- Data analysis
- Full-color reports and presentations, including writing, editing, tables, charts, graphs and mapping as well as printing, distribution and posting online

Exceptional Customer Support

Exceptional customer support is one of the most distinguishing features of CSI. Client managers and system users invariably describe the CSI team as fully committed to customer service.

As a long-term partner with several large clients, CSI is known for delivering value, producing database and analytic deliverables on time, and insisting on only the highest quality work. Unlike some other companies, Care Solutions is primarily focused on discovering and meeting customer needs – rather than applying a pre-packaged solution to a client's unique set of issues.

***With a company culture based on a commitment to serve,
Care Solutions delivers the full attention of management,
a team that routinely exceeds expectations,
and a focus on customized solutions for each client.***